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DIVISION OF COMPETITIVE SERVICES
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RECEIVED Public Service Commission

JUL 2 2001

June 28, 2001

FCC MAIL ROOM

Magalie Roman Salas
Federal Communications Commission
Consumer Information Bureau
Disability Rights Office
445 12th Street, SW
Washington, DC 20554

Re: Docket No. 98-67 Annual Summary of Relay Complaints

Dear Sirs:

In accordance with FCC Order No. 00-56, I am submitting a summary of the complaints filed with Sprint about its Florida relay service.

From June 2000 through May 2001, there were 278 complaints filed about Sprint's relay service. These complaints represent approximately .009% of the Florida outbound calls placed on Sprint's relay network. Each of these complaints were resolved within the FCC's time requirements without intervention from the Florida Public Service Commission.

If you have any further questions, please do not hesitate to contact me at (850) 413-6408 or bsalak@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Beth W. Salak".

Beth W. Salak
Assistant Director
Division of Competitive Services

BWS:sh
Enclosure

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A handwritten number "19" in black ink.



Florida Relay Service

June 2000 - May 2001

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer Wait Time	1		1	3	3		1			1			10	5%
#01 Dial Out Time			1		1								2	1%
#02 Didn't Follow Database Inst.				2			1			1	1	2	7	4%
#03 Didn't Follow Cust. Instruct.	1	2		3		2	2	5	4	1	1	1	22	11%
#04 Didn't Keep Customer Informed	1		1		1	1	7	1	2		1	1	16	8%
#05 Agent Disconnected Caller	1	3	10	2	4	2	1	7	3	3	1	3	40	20%
#06 Poor Spelling		3			1	1		1		1		1	8	4%
#07 Typing Speed/Accuracy								3		1	2	1	7	4%
#08 Poor Voice Tone	1			1				2		1			5	3%
#09 Everything Relayed	1				1		1						3	2%
#10 HCO Procedures Not Followed	2		1	1									4	2%
#11 VCO Procedures Not Followed	2	1	2	1							1		7	4%
#12 Two-Line VCO Procedure Not F													0	0%
#13 Background Noise Not Typed													0	0%
#14 Feelings Not Described													0	0%
#15 Recording Feature Not Used										1			1	1%
#16 Noise in Center			1										1	1%
#17 Agent Was Rude	7	2	1	3	3	1	3	6	2	1			29	15%
#18 Problem Answer Machine	1		1			2		1		1	1		7	4%
#19 Spanish Service					2					1			3	2%
#20 Speech to Speech													0	0%
#21 Other Problem Type Complaint			2	4		1	8	2	3		1	4	25	13%
TOTAL	18	11	21	20	16	10	24	28	14	13	9	13	197	
TECHNICAL COMPLAINTS														
#22 Lost Branding		1	2					1					4	10%
#23 Charged for Local Call						1							1	2%
#24 Trouble Linking Up					1			1		2	2	1	7	17%
#25 Line Disconnected					2								2	5%
#26 Garbled Message		2		1	2	1	1		1			1	9	21%
#27 Database Not Available													0	0%
#28 Split Screen													0	0%
#29 Other Technical Type Complaint	2		2	4	7			1		1	1	1	19	45%
TOTAL	2	3	4	5	12	2	1	3	1	3	3	3	42	
MISC COMPLAINTS														
#30 Rates	1	1	1						1				4	10%
#31 OSD													0	0%
#32 No 900 Number													0	0%
#33 Carrier of Choice					2	1	1					2	6	15%
#34 Network Recording													0	0%
#35 Other	4	7	4		5	1	3	2			2	1	29	74%
TOTAL	5	8	5	0	7	2	4	2	1	0	2	3	39	
TOTAL CONTACT	25	22	30	25	35	14	29	33	16	16	14	19	278	

Attachment # 2

Summary Log for June 1, 2000 – May 31, 2001 Florida Relay

For the period of June 1, 2000 through May 31, 2001, Sprint processed 2,967,249 outbound calls on behalf of Florida Relay, receiving a total of two hundred seventy eight (.009%) customer complaints. All two hundred seventy-eight complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these two hundred seventy-eight complaints were escalated for action to the State of Florida or to the Federal Communications Commission.

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2 TO (Company) Federal Communications Commission Street Address 445 12th Street, SW City State ZIP CODE (Required) Washington DC 20554 Attention: (Name/Dept) Phone Number (Important) Magalie Roman Salas		4 Method of Payment Assumed sender unless otherwise noted <input checked="" type="checkbox"/> Bill Sender 135137780 Airborne Sender account no. <input type="checkbox"/> Bill Receiver Airborne Receiver account no. <input type="checkbox"/> Bill 3rd Party Airborne Customer account no. <input type="checkbox"/> Paid in Advance Check No. Amount \$ Billing Reference will appear on invoice	
3 Description Docket 98-67 Annual Sum Relay Compl THANK YOU FOR SHIPPING WITH AIRBORNE EXPRESS Sender's Signature <i>Sam Howard</i> Date 6/29/01 Airborne Signature Route No. Date Time		6 NO. OF PKGS 7 WEIGHT (LBS.) 8 CHECK IF SUBJECT TO CORRECTION <input type="checkbox"/> LETTER EXPRESS <input type="checkbox"/> EXPRESS PACK Special Instructions <input type="checkbox"/> Saturday Delivery Extra Charge Express Only Not available to all locations <input type="checkbox"/> Hold at Airborne <input type="checkbox"/> Lab Pack Declared Value Full Insurance Shipment Valuation <input type="checkbox"/> or <input type="checkbox"/> \$ Received At <input type="checkbox"/> Drop Box # <input type="checkbox"/> Airborne Terminal	

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